

DECEMBER 20, 2014

unity **update**

Your bi-monthly
Unity supplement

President's Message



Audrey Stone is a Las Vegas-based Flight Attendant and the President and Lead Negotiator of TWU Local 556.

As I sat down to write what is my last President's Message of 2014, I could not believe a new year will be here in less than two weeks. What a year it has been for our Union, our Company, and our Flight Attendants. It started off very badly in the form of the Polar Vortex. Luckily, that did not define the rest of the year. We began flying to near-international destinations and continued our integration with AirTran. A new livery was unveiled and new destinations were announced. We saw the lifting of the Wright Amendment and New Hire Flight Attendants in Dallas! We continued our own Contract Negotiations with Southwest Airlines Management and supported our Brothers and Sisters at other Unions, who are also negotiating Contracts. We welcomed over 1,000 new Southwest Airlines Flight Attendants to our family and celebrated the opening of the Atlanta Base.

While I believe these changes will ultimately be positive ones, I also know that too much change at one time can be overwhelming. Some of last year's changes were met with uncertainty and the announcements that more change is coming in 2015 has not all been good news. The FAA's extension of our required Recurrent Training (RT) time next year was met with displeasure from all sides. However, if you have kept up with your Read Before Fly's (RBF) then you have seen that the Union worked quickly with Southwest to make the bad news a little more bearable.

Through conversations between Vice President Cabin Services Mike Hafner and myself, Southwest Airlines Management agreed to pay us one additional Trip for Pay (TFP) for the increased classroom time. While I believe this decision was the right one, and what most of you expected should happen, I want to make sure everyone understands that it is unprecedented. Given that we are currently in negotiations and had already been in discussions regarding an increase in training pay through Article 21 (Compensation) proposals, it was very unlikely that we would be able to reach an agreement away from the negotiating table (and those with more experience than me told me just that when I asked if it would be possible). It was only through the respectful working relationship that your TWU Local 556 Leaders have developed with Management that it could be accomplished. Management would not have been violating our Contract if they had chosen not to pay us for the extra class time and could have only paid the 5.5 TFP as outlined in Article 21. Unfortunately we don't have to like something for it to be "legal." However, I am grateful that when I, as your President, bring forward concerns on behalf of our Flight Attendants, Southwest Airlines hears me and takes action when they are able to. And while it is one TFP for each of us, it collectively amounts to over \$650,000 that will be paid out to the Members of TWU Local 556 next year.

As we move into 2015, I am certain that there are even more changes on our horizon, even though I don't know yet what they will be. I am hopeful that the changes will be positive ones, and that we can all continue to work together to find solutions, even when a change is not a welcomed one. Considering how much has been accomplished this year, and the grace with which you have all handled it while continuing to take care of our Customers every day, I am certain we can tackle anything the future brings as long as we do it together.

I continue to be proud to lead you at TWU Local 556 and to represent you, the hard-working Flight Attendants of Southwest Airlines. I hope you have a wonderful holiday season and a Happy New Year, and I look forward to 2015!

In Solidarity,

Audrey Stone
TWU Local 556 President and Lead Negotiator

New and Improved "FREE" TWU Local 556 iOS App



Your Communications Committee is excited to announce the release of our latest iOS App via the App Store. The latest App builds on our past releases and has some exciting new features. Not only does the App contain the Contract and Contacts sections as in the past, it now has:

Duty Day Calculator

We want you to have the tools you need, right in your hand. It may be 0200, and you're standing in the jetway and you want to know if you get double time today or tomorrow. Now you can know in a few easy steps. The calculator also lets you know about excessive duty days and time off after your pairing is complete.

News

The latest TWU Local 556 news available on your phone or tablet.

Feedback

We want to hear from you! Send us your questions or comments right from the App.

This latest update has some additional security improvements and requires you to log in using your TWU Local 556 Website login information. If you have difficulties logging in, visit the Website to reset your password or contact the Communications Team at communications@twu556.org for assistance.

We hope you LUV this new update and find the tools useful. An Android version of the TWU Connect App is coming soon! Visit the App Store to update or download the free TWU Connect App.

<https://itunes.apple.com/us/app/twu556-connect/id368690521>

TWU Local 556 Supplemental Insurance Benefits Enrollment January 5 – 23, 2015



With the annual open enrollment just around the corner, here are a few Frequently Asked Questions (FAQ's) that can make this year's enrollment easy for you as well as provide insight to questions the customer service center has received during the year.

FAQ's

1. Why is this year's Open Enrollment happening in January instead of May?

The annual Open Enrollment has been moved to January to assist you in understanding the policy changes that will take affect February 1, 2015. We strongly suggest that you meet with a Benefits Counselor in the Flight Attendant Lounge. Premiums are changing as well as options and policy wording.

2. What do I need to bring with me?

You will need to bring your 12/20/2014 pay stub from Southwest Airlines since your 2014 W2 will not yet be available. We have verified that the information on your pay stub will equal your W2 information.

3. Do I need to update my salary?

Yes, according to the Lincoln short-term disability policy, the wages to be used when calculating your benefit are clearly defined. Lincoln has the right to verify this information at

any time. The wages earnings definition does not include an "average wage" over time.

4. What voluntary benefits does Colonial Life offer?

Colonial offers accident, cancer, critical illness, hospital confinement and life insurance. You can see more information on these products on www.twu556.org under the "Supplemental Insurance Options" tab.

5. What is the coverage effective date for changes made during open enrollment?

Coverage changes for the Lincoln short-term disability (including salary changes) will be effective February 1, 2015. Colonial Life coverage effective dates will be February 1, 2015 if the policy is issued. Colonial policies are not "guarantee issue."

6. If my pay stub indicates a deduction for Colonial only, where is my Lincoln short-term disability deduction?

Your Lincoln short-term disability premium is included in the deduction marked "Colonial." Colonial does not have any information on your disability policy through Lincoln. They are two different insurance companies. There is not a deduction slot for both companies. You can verify your benefits throughout the year by calling 877-885-9191, the insurance broker's office.

KCM No Uniform Option Takes Effect January 13, 2015



Michael Massoni is a Phoenix-based Flight Attendant and serves as the TWU Local 556 Operational Safety Chairperson.

Effective January 13, 2015, the requirement to be in uniform when utilizing Known Crew Member (KCM) portals will be lifted, thereby making it acceptable to pass through the check points in street clothing.

All other KCM guidelines must continue to be adhered to in order to protect our status in the program and continue to validate Flight Attendants' roles as safety and security professionals.

Please bear with TSA personnel manning KCM check points as they adjust to these requirement changes by not being confrontational should they not be clear on the rule change. Simply comply with their request and report the situation to Crew Scheduling utilizing the "KCM Issue" prompt on Inflight Scheduling's 800 number.

The elimination of the uniform requirement presents an opportunity to advance a more risk-based approach to security while also encouraging other carriers not enrolled in KCM to participate. Nearly 60 airports are currently equipped with KCM screening checkpoints and more are expected to be added in 2015. It is up to each individual carrier to commit to participating in the program, as the airline must create a database for their Flight Attendants. More air carriers enrolled offers added security that the program will continue



to expand allowing superior threat assessment by TSA officials who are freed of performing traditional screenings of KCM qualified Crew Members.

Known Crewmember uses established security clearances related to our employment as airline professionals committed to the highest standards of safety and security, as well as being first responders to any safety or security risk within our work environment.

TWU in conjunction with other Flight Attendant labor organizations fought long and hard for Flight Attendants to be included in KCM. We now want to continue to seek ways to improve and expand the KCM program for the betterment of our Members work lives in conjunction with improved security for the traveling public.

Is My Union Pin a Required Item?



Tanya Ehret is a Houston-based Flight Attendant and a Member of the Contract Action Network (CAN).

The answer to that question is both yes and no.

My name is Tanya Ehret and I am a CAN Volunteer in the battle to maintain and improve our industry leading Contract at Southwest Airlines. I have experience with both a representational campaign and with Contract Negotiations while representing the Flight Attendants of Compass Airlines. I negotiated with Northwest Airlines, Delta Airlines, and TranStates Airlines and their legal representatives from Ford and Harrison. I learned many things while fighting for representation and a fair Contract. One of the most important lessons I learned was the impact a tiny little pin on my lapel could have on the outcome of negotiations.

Most Flight Attendants come to work, do their job well, and go home. They read the emails and updates concerning negotiations and maybe talk to their friends and co-workers about the progress that is or isn't being made. They think, "I don't have the time to volunteer," so they think that they really have no individual power to influence negotiations.

During my negotiations experiences, Management directed our Supervisors and others to count and report how many Union Pins they saw each day. Management actually used those numbers to gauge the level of engagement of the Flight Attendant group. They tailored their pace and proposals based on these numbers. The more engaged our Flight Attendants became, the more progress was made. Is Southwest Airlines actually counting Union Pins and/or bag tags? We don't know the answer to that question, but by wearing your Union Pin, you communicate the following message to Management:

- I am a professional Flight Attendant and an involved Member of a professional organization.
- I work under a negotiated collective bargaining agreement and I have empowered my negotiators to negotiate improvements to on my behalf.
- I expect my Company's Management to negotiate in good faith.
- I am watching and listening.

That's a pretty big statement from such a tiny little pin.

Maybe you don't have time to volunteer. Maybe you're not one to make bold statements. I suggest that by wearing your Union Pin, by making your pin a "required item," you **are** volunteering and you are making a bold statement. Every time any member of Southwest Airlines Management sees that pin and bag tag, they hear your voice loud and clear.

So, is your Union Pin a "required item?" Not as far as the Company is concerned. However, I would assert that my Union Pin is as important to me as my wings. So my answer is, "Yes, it is required." That pin represents my livelihood, my ability to provide for my family, my health, and my retirement. Again, my answer is yes.

You would never come to work without your wings, right? So take a moment, dig in your jewelry box or sock drawer and find your Union Pin. Place it next to your wings so that when you get ready for work you have ALL of your required items. If you don't have a Union Pin or current bag tag, contact your Union representatives [or request a replacement Union Pin by clicking here](#).

Do it today. It's that important.



Negotiating Team Update

TWU Local 556 Contract Negotiations with Southwest Airlines Inflight Management resumed this week on December 15-16. We spent time at the bargaining table and continued discussions on Article 8 (Hours of Service) and Article 28 (Scheduling Policy). Management provided us with a great deal of information that we had requested in order to consider proposals that have been presented. Some progress was made and both parties are committed to continuing to address the issues affecting our quality of life and the operation of Southwest Airlines. We spent time on December 16 in caucus reviewing their information, and preparing for the next scheduled bargaining session January 6-8, 2015.

This week concluded our bargaining sessions for 2014. While we made headway this year and reached Tentative Agreements (TA's) on many Articles in our Contract, we still have a ways to go in order to reach a TA on our entire Collective Bargaining Agreement (CBA). While your Negotiating Team (NT) would have been thrilled to close out the year by bringing a TA to you for a vote, it must be the right TA. I have been asked repeatedly "How long will negotiations last?" and my answer consistently has been "As long as it takes to reach an Agreement that is fair and that our Flight Attendants deserve." We remain committed to that, and will continue working hard on your behalf in order to maintain and improve our industry-leading Contract.

I hope you all have a safe and happy holiday season. Thank you for taking care of our Customers during the busy travel season, and especially to those of you who will spend time away from your families and friends in order to do so. I am proud to lead the team that represents you at the negotiating table.

Contract Quickies!

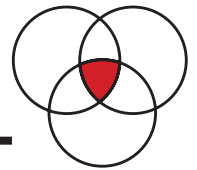
Brandon Hillhouse is a Dallas-based Flight Attendant and a Member of the TWU Local 556 Grievance Team and Negotiating Team.



Free Money, Retirement Savings and Taxes for a New Year

- The Company will match any Flight Attendant's contribution to the 401(k) and/or Roth 401(k) Plan maintained by the Company, at a rate of \$1.00 for each \$1.00 contributed by the Flight Attendant, up to a maximum Flight Attendant contribution of **9.3%**. This is **FREE MONEY!!!**
- You will be fully vested after five years of service. For less than five years of service, please refer to Article 30.2.B.
- A Member shall be fully vested and have a non-forfeitable interest in the balance credited to her/his Matching Contributions Account if: the employee becomes medically disabled; or the employee retires at or after age 65; or the employee retires with at least 25 years of credited service, or at/or after age 55 with at least 15 years of credited service, or at/or after age 60 with a minimum of 12 years' service with the Company, or at/or after age 61.5 with a minimum of 10 years' service with the Company.
- If any additional or different investment funds are offered to any employee group participating in the Southwest Airlines Co. 401(k) Plan, then such additional or different investment funds shall also be offered to employees covered by this Agreement. This provision does not apply to investment options offered by the Southwest Airlines Pilots Association 401(k) Plan, which is separately administered by SWAPA.
- Matching contributions will be made at the same time that the Flight Attendant's contributions are made.
- Always consult your Accountant for tax benefits and implications.

CISM Team Seeks New Members



Eileen Rodriguez is a Dallas-based Flight Attendant and the Chairperson of the Critical Incident Stress Management (CISM) Committee.

The joint Southwest Airlines/TWU Local 556 Inflight Critical Incident Stress Management (CISM) Team is now accepting applications. The CISM Team is a group of Flight Attendants who are certified and trained to respond and provide Peer support for other Flight Attendants when they have experienced a work-related or personal traumatic event.

Flight Attendants considered for the CISM Team must meet the following criteria:

- Must be a Member of TWU Local 556;
- Minimum one year Flight Attendant experience;
- Each Team Member must maintain acceptable attendance standards;
- Understand and agree to confidentiality;
- Each Team Member is required to make a minimum two-year commitment to the Team;
- Each Team Member selected to interview must meet the approval of TWU Local 556 Executive Board and SWA Inflight Base Leadership.

[Click here for the application.](#) Simply fill out the application, save it to your computer as a PDF, and e-mail or scan the completed application to cism@twu556.org. The deadline for submitting applications is December 25, 2014.

After review, qualified applicants will be contacted by the CISM Team Chairperson and scheduled for an interview. New CISM Team Members selected will be invited to attend training in February 2015.

You may contact Eileen Rodriguez, Inflight CISM Chairperson, at cism@twu556.org or any current CISM Team Member for further information.

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Unity and Unity Update are official publications of Transport Workers Union Local 556, representing the Flight Attendants of Southwest Airlines.

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